

**Statement of Work for:
SIN 451-3 Local Courier Services**

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SIN 451 3 – LOCAL COURIER DELIVERY SERVICES

TOTAL SET ASIDE FOR SMALL BUSINESS

SIN Description

SIN 451-3, Local Courier Delivery Services, NAICS Code 492210

Federal agencies spent more than \$7.2 million for local courier services during fiscal year 2018. A recent addition to the General Services Administration (GSA) Schedules program, the Government's purchasing power is leveraged by soliciting for local courier services to assist the Government in meeting its courier needs. The Government is soliciting for commercial local courier delivery services for same day delivery of extremely urgent letters, small packages, and heavyweight shipments, including any accessorial services, within a Metropolitan City Area. Services include, but are not limited to, the following:

Document and Package Delivery	Routed Service
Special Handling Delivery	Value-Added Services
Accessorial	Reporting
Rush Delivery	

All services necessary to provide local courier services are required. Typical tasks may include, but are not limited to:

- Package pick up
- Package delivery
- Package tracking
- Special handling
- Management reports



The recent addition of the Environmental Protection Agency's SmartWay Transport Partnership to Schedule 48 vendors identifies energy efficient contractors, suppliers, vendors, available to federal agencies for transportation service needs.

Transport Partnership logos inform the transportation services industry and federal agency customers that our vendors are sustainable in support of Executive Order 13514-Federal Leadership in Environmental, Energy, and Economic Performance. Our federal agency customers will also be able to use this qualification to show how they are complying with the Executive Order 13514.

The Local Courier services include vendors who offer environmentally sustainable transportation options designed through partnering with the Environmental Protection Agency(EPA) SmartWay Program. The individual performance rankings of these providers may be accessed through the SmartWay program [at:http://www.epa.gov/smartway/partnership/performance.htm](http://www.epa.gov/smartway/partnership/performance.htm) Procurement officers may optimize the environmental performance of their freight operations by selecting the most efficient providers which meet their

needs. This approach will lessen the impact of freight transport on the environment by reducing fuel consumption, greenhouse gases, and other air pollutants.

If you are registered as a SmartWay Carrier, Logistics or Shipper Partner, you are encouraged to indicate that on your proposal. Your status may be verified by accessing the SmartWay listing on the EPA website at: <http://www.epa.gov/smartway/partnerlists/partner-list.htm>. Note that while SmartWay partnership is encouraged, it is not a requirement in order to be approved under this SIN.

Vendors who are not registered as SmartWay Partners but who are interested in the SmartWay Transport Partnership must go to the Environmental Protection Agency's website for additional information on how to join: <http://www.epa.gov/smartway/partnership/index.htm>

1) Definitions

Accessorial Services: Other services in addition to the basic cost to transport the shipment.

Adjacent Loading Area: A pickup or delivery location that is directly accessible from the curb and is no more than 50 feet inside the outermost door.

Bicycle Messenger: A person that is contractor employee or an Independent Contractor employee using a bicycle as a means of transportation to transport shipments within a Metropolitan City Area for Local Courier Same Day delivery services.

Business Days: Monday through Friday, except Federal holidays for CONUS (see definition below), Alaska and Hawaii. For the Commonwealth of Puerto Rico business days are Monday through Friday, except Federal holidays and Commonwealth of Puerto Rico holidays (see definition of Commonwealth of Puerto Rico holidays below).

Commercial Forms and Procedures (CF&P): A reference to a Manifest or Shipping Document, invoices and rules used by industry, as opposed to government forms, such as the Government Bill of Lading (GBL).

Commercial Service Guide: A publication issued by a carrier applicable to the general public that describes the Contractor's commercial practices such as levels and conditions of service, pickup and delivery commitments, liability provisions, etc.

Commercially: Services offered to the general public by the Contractor as part of its standard commercial practice.

Commonwealth of Puerto Rico Holidays: These holidays apply to shipments to and from the Commonwealth of Puerto Rico.

Three Kings Day:	(January 6)
Good Friday:	(changes each year)
Puerto Rico's Constitution Day:	(July 25)

Consignee: The person or organization receiving the shipment. **Consignor:** The person or organization originating the shipment

Courier: A person that is a contractor employee or an Independent Contractor employee employed by a

Local Courier Service Company to deliver shipments within a Metropolitan City Area. Same as Messenger or Driver.

CONUS: All ZIP Codes within the contiguous United States (excluding Alaska and Hawaii), including the District of Columbia (DC).

Customer Manifest: Document provided by the customer listing essential information pertaining to the shipment.

Delivery Order: An order issued by an agency to the Contractor in accordance with the terms of the contract requesting delivery service.

Delivery Receipt: A listing of all packages being delivered by the Contractor's tracking number or any other tracking identification number used to track packages that the Contractor offers commercially.

Desk to Desk: Pickup of a shipment from the desk/work station of the consignor or designated work area and delivery of the shipment to the desk/work station of the consignee or designated work area.

Desktop Delivery: Delivery of a shipment to the desk/work station of the consignee or designated work area.

Desktop Pickup: Pickup of a shipment from the desk/work station of the consignor or designated work area.

Dimensional Weight (DIM Weight): When the charges for a shipment are computed on the basis of volume rather than weight it is referred to as a dimensional or DIM weight shipment. Dimensional weight is calculated by multiplying the length x width x height of each piece in the shipment in inches and dividing by 194 [i.e., $(L \times W \times H) \div 194$].

Door to Door: Pickup of a Local Courier small package shipment from the consignor and delivery to the consignee.

Driver: A person that is a contractor employee or an Independent Contractor employee employed by a Local Courier Service Company to deliver shipments within a Metropolitan City Area. Same as Courier or Messenger.

Early AM Service: Local Courier Same Day delivery service with morning A.M delivery. Delivery can be Rush Service delivery or Standard Service delivery within the Metropolitan City Area.

Envelope: A container used by the Contractor to ship documents weighing up to 8 ounces.

Express Same Day Delivery: Express small package or heavyweight delivery Local Courier service with delivery the same day of pick-up.

Express Heavyweight Shipments: Single and multi package shipments weighing over 150 pounds with Same Day delivery requirements. For Express delivery of heavyweight shipments, the total weight of a multiple package shipment must exceed 150 pounds, and individual packages within the shipment may or may not exceed 150 pounds.

Express Small Package Shipments: Extremely urgent letter and small package shipments with Same Day delivery requirements. For Express delivery of small packages, the total weight of a multiple package shipment may exceed 150 pounds, as long as no single package weighs over 150 pounds.

Extra Weight: A service provided by a Local Courier company where the driver or messenger shall pickup heavier shipments.

Extremely Urgent Letters: A letter is defined by the U.S. Postal Service regulations as a message recorded in or on a tangible object and directed to a specific person or address (39 CFR 310.1 (a) (1) – (7)). A letter will be considered to be “extremely urgent”, without regard to the nature of its contents, and may be transported for others by means other than the U.S. Postal Service if either (1) or (2) are met: (1) the amount charged by a private carrier for delivery is at least \$3.00 or twice the applicable First Class postal rate, whichever is greater, or (2) the letter’s value or usefulness will be lost or greatly diminished if the letter is not delivered within a specified delivery time depending upon the distance traveled (39 CFR 320.6 (a) – (f)).

Federal Holidays:

New Year’s Day	Labor Day
King’s Birthday	Columbus Day
Washington’s Birthday	Veterans Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

The Contractor shall be required to include as a holiday any day designated as a holiday by Federal Statute or Executive Order.

FIPS: Federal Information Processing Standards. Publication 95-1 lists the 4-digit codes for each Federal agency. This publication is available at <http://www.itl.nist.gov/fipspubs/fip95-1.htm>.

Fiscal Year: October 1 through September 30

Foot Delivery: Delivery by a person that is contractor employee or an Independent Contractor employee on foot that transports shipments within a Metropolitan City Area for Local Courier Delivery Services. Same as Foot Messenger.

Foot Messenger: Delivery by a person that is contractor employee or an Independent Contractor employee on foot that transports shipments within a Metropolitan City Area for Local Courier Delivery Services. Same as Foot Delivery.

General Liability Insurance: Insurance that provides overall protection for a Local Courier company against lawsuits and claims. This type of insurance generally does not cover automobiles, aviation, or employer's liability.

Girth: The circumference of a package measured at the widest point of the package.

Government Cost-Reimbursable Contractor: A Contractor who has been awarded a cost-reimbursement type contract by the Government that provides for payment of allowable incurred costs (to the extent prescribed in the contract) by the agency that awarded the contract.

GSA Schedule Blanket Purchase Agreement: A method of simplifying the filling of recurring needs for

supplies or services, through the GSA Schedules Program. See FAR 8.4 for additional information.

Hired and Non-Owned Insurance: Insurance that provides a Local Courier company protection in the event that an employee or independent contractor performing services for the company is involved in a property damage or injury accident in or with a vehicle that is not owned by the Local Courier company.

Hundredweight Pricing: The total weight of a multiple package Express small package shipment multiplied by the applicable hundredweight shipment per pound rate. The hundredweight minimum pricing may vary by the delivery service requested and is normally applicable from weights of 100 pounds or 200 pounds and above.

Hundredweight/Rates Per-Pound: This applies to a single or multiple piece shipment pricing at a price per pound for a weight grouping (e.g. 100 – 499 pounds, 500 – 999 pounds), rather than a price for an individual pound. The actual shipment weight is multiplied by the price for the shipment grouping shown on a Contractor's rate chart that the weight falls into. (e.g. A shipment weighs 250 pounds with a Hundredweight 100 - 499 pounds grouping price of \$1.75. The price would be calculated by: 250 pounds shipment weight x \$1.75 price = \$437.50 the price of the shipment.)

Hundredweight (CWT): This applies to shipment pricing at a price per each hundred pounds (CWT) of shipment weight. The actual shipment weight is divided by 100 to determine the number of Hundredweight units of the shipment. The number of Hundredweight units of the shipment is multiplied by the shipment rate per Hundredweight unit shown on a Contractor's rate chart for the weight grouping that the weight falls into. (e.g. A shipment weighs 350 pounds with a Hundredweight 200 - 499 pounds grouping price of \$30.75. The price would be calculated by: 350 pounds shipment weight divided by 100 = 3.5 x \$30.75 price = \$107.63 the price of the shipment.)

Implementation Period: The period of time between the contract award date and the date the Contractor starts providing service.

Independent Contractor Courier: An individual courier or driver who has signed a bona fide Independent Contractor agreement with one or more Local Courier Contractors. Owns or leases and operates his/her own equipment, and bears the responsibility for all expenses, including, but not limited to, vehicle, licenses, insurance, and communications. Independent Contractors have the right to work for multiple clients, negotiate his/her own rate structure, and receive payment based on invoices he/she generates; and receives an IRS Form 1099 reporting payments from clients.

Industrial Funding Fee (IFF): The reimburses the General Services Administration for the costs incurred in procuring and managing the Transportation, Delivery and Relocation Solution schedule. The IFF is to be built into the pricing offered.

Inside Delivery (Express Heavyweight Shipments): Delivery of Express heavyweight shipments to the receiving/loading dock, the main entrance location, or adjacent loading area within the building, when specifically requested and indicated on the Manifest, Shipping Document, or electronic CF&P by the government agency.

Inside Pickup (Express Heavyweight Shipments): Pickup of Express heavyweight shipments from the receiving/loading dock, the main entrance location, or adjacent loading area within the building, when specifically requested and indicated on the Manifest, Shipping Document, or electronic CF&P by the government agency.

Intra-City: A 60-mile radius of the Metropolitan City Area for Local Courier Delivery Service. Delivery shall be made to another city area if it is within the 60-mile radius of the 20 Metropolitan City Areas listed under Section 2 – Scope.

Length: The longest side of a package.

Length And Girth Combined: The measurement of a package obtained by adding the length of the package to the girth of the package.

Letter: A container used by the Contractor to ship documents weighing up to 8 ounces.

Loading Time or Waiting Time: A service provided by a Local Courier service company where the driver or messenger shall wait for the shipment at the pickup (origin) location or wait to deliver the shipment at the delivery (destination) location. Charges are assessed based upon the time waited and there may be a grace period before which charges would start to accrue.

Local Courier: A person that is contractor employee or an Independent Contractor employee employed by a Local Courier Service Company to deliver shipments within a Metropolitan City Area. Same as Courier, Messenger, or Driver.

Local Courier Delivery Service: Same Day delivery of extremely urgent letters, small packages, or heavyweight shipments within a Metropolitan City Area. Pickup and delivery can be made by foot messenger, bicycle, small cars, pickups, vans, small truck, or large truck. Contractor Couriers can be employees, Independent Contractors, third party independent contractors, or agent vendors. Delivery is Intra-City only with the delivery area, at a minimum, within a 60-mile radius of the Metropolitan City Area. Delivery services commonly offered are Rush Service, Early AM Service, Scheduled or Routed Service, and Standard Service. Throughout this Statement of Work Local Courier Delivery Service will be referred to as “Local Courier”.

Local Courier Heavyweight Shipments: Single and multi-package shipments weighing over 150 pounds with Local Courier Same Day delivery requirements. For delivery of heavyweight shipments, the total weight of a multiple package shipment must exceed 150 pounds, and individual packages within the shipment may or may not exceed 150 pounds. Shipments can be priced based upon Dimensional Weight; see definition for Dimensional Weight.

Local Courier Small Package Shipments: Single and multi-package shipments consisting of Letter/Envelope, Pack, Pak, Pouch, and small packages weighing from one pound up to 150 pounds. Shipments can be priced based upon Dimensional Weight; see definition for Dimensional Weight.

Loss, Damage, or Theft Insurance: Insurance coverage that a Local Courier company carries for loss, damage, or theft for each individual Contractor messenger or courier employee performing pickup and delivery, transportation, and package handling under this contract.

Manifest: Listing of packages shipped.

Messenger: A person that is contractor employee or an Independent Contractor employee employed by a Local Courier Service Company to deliver shipments within a Metropolitan City Area. Same as Courier, Local Courier, or Driver.

Metropolitan City Area: A Metropolitan City Area located in CONUS, Alaska, Hawaii, and Puerto Rico, for Local Courier Delivery Service is a core area containing a substantial population nucleus, together with adjacent communities, having a high degree of economic and social integration with that core. Delivery is Intra-City only with the delivery area, at a minimum, within a 60-mile radius of the Metropolitan City Area being served. The top 20 of Metropolitan City Areas are found in Section 2 - Scope. A complete listing of Metropolitan City Areas is shown in the Office of Personnel Management, Federal Employment Statistics, Biennial Report of Employment by Geographic Area at <http://www.opm.gov/feddata/geograph/geograph.asp>.

The listing of Metropolitan City Areas, ranked in descending order of the number of Federal Civilian Employees in each City Area, and ranked by cities listed alphabetically, was taken from the 2002 Publication of Employment by Geographic Area, Table 2 – Federal Civilian Employment by Metropolitan Statistical Area and Pay System, December 31, 2002, published by the United States Office of Personnel Management (OPM), 1900 E Street, N.W., Washington, DC 20414-1000.

Non-Owned and Hired Insurance: Insurance that provides a Local Courier company protection in the event that an employee or independent contractor performing services for the company is involved in a property damage or injury accident in or with a vehicle that is not owned by the local courier company.

OCONUS: Any country, state or possession outside of and excluding the lower 48 states and the District of Columbia (DC)

Pack/Pak/Pouch: A container used by the Contractor for smaller flat, unbreakable items, such as large reports, promotional material, legal or bulky documents. Charges are based upon the weight of the container.

Point of Contact (POC): A person designated by the customer agency to handle contract administration at the task/delivery order level.

Private Residence: A home or a place of dwelling that includes those businesses operated out of a home. For Local Courier delivery to private residences the maximum single package weight to be delivered shall be 70 pounds, or the maximum single package weight offered commercially. Packages delivered to private residences shall be left in a safe area protected from weather or delivered to an alternate address (e.g. with a neighbor), if that is authorized.

Roundtrip: A service provided by a Local Courier company where the driver or messenger picks up the shipment at the pickup (origin) location and delivers to the delivery (destination) location, or multiple locations, and then returns to the origin location. In some cases proof of delivery is provided.

Routed Service: Local Courier Same Day delivery service with scheduled route pick-up and delivery. A route would be a specific territory, round, or number of stops that are regularly visited by a person in performance of their work or duty. Same as Scheduled Service. Delivery can be Rush Service delivery or Standard Service delivery within the Metropolitan City Area.

Rush Service: Local Courier Same Day delivery service with immediate delivery. Rush Service Same Day delivery within the downtown Metropolitan City Area would typically be within 30 minutes and Rush Service Same Day delivery to the suburbs of the Metropolitan City Area would typically be within one hour.

Scheduled Service: Local Courier Same Day delivery service with scheduled pickup and delivery. A

scheduled pickup or delivery would be a specific territory, round, or number of stops that are regularly visited by a person in performance of their work or duty. Same as Routed Service. Delivery can be Rush Service delivery or Standard Service delivery within the Metropolitan City Area.

Shipment: A single piece or multiple pieces, tendered to a Contractor by one consignor at one place at one time, for delivery to one consignee at one place on one bill of lading or commercial form.

Shipper: The originator of a shipment, also known as the consignor.

Skid: A platform used to elevate and transport single or multiple packages.

Small Package: For Local Courier delivery services, Letter/Envelope, Pack, Pak, Pouch, and small packages weighing from one pound up to 150 pounds. Shipments can be priced based upon Dimensional Weight; see definition for Dimensional Weight.

Standard Service: Local Courier Same Day delivery service with delivery within hours. Delivery within the Metropolitan City Area would typically be from one hour to three hours depending upon the distance traveled by the local courier or messenger.

Task Order: An order issued by an agency to the Contractor in accordance with the terms of the contract requesting delivery service that includes a Statement of Work.

Transportation Control Number (TCN): A 17-digit alpha-numeric designator used by the DoD that is applied to each package or shipment to identify a shipment.

Value Added Services: Services offered to the Government, by the Contractor, that are generally not offered commercially. These services may be offered by the Contractor in addition to the basic commercial services. These contract services are not a contract requirement and are offered at the option of the Contractor.

Value Added Network (VAN): A telecommunications network used as an interface between an agency and the Contractor which electronically exchanges information through Electronic Data Interchange (EDI) network services and network-related services.

Weight Break: A list of weights or weight ranges which are used to calculate the cost to transport a shipment at that weight or weight range.

Waiting Time or Loading Time: A service provided by a Local Courier Service company where the driver or messenger shall wait for the shipment at the pickup (origin) location or wait to deliver the shipment at the delivery (destination) location. Charges are assessed based upon the time waited and there may be a grace period before which charges would start to accrue.

Year-To-Date Data: A cumulative summary of data compiled for the period starting at the beginning of the fiscal or calendar year which adds each month's data to the running total to arrive at year-to-date totals.

2) Scope

The Contractor shall:

- (1) Provide a full range of services necessary to satisfy ordering agencies' local courier requirements.
- (2) Use commercial terms and conditions, as stated in the contractor's Commercial Service Guide, if offered commercially, in providing services under this contract, to the extent that they do not conflict with the terms and conditions of this contract.
- (3) Provide pickup and delivery service to government facilities, commercial addresses, and private residences. The Contractor is not required to provide pickup or delivery service to Post Office boxes, Army Post Office (APO) or Fleet Post Office (FPO) addresses. This exception does not apply to deliveries made by the United States Postal Service.
- (4) Provide services under this contract in accordance with the Private Express Statutes and 39 Code of Federal Regulations, Chapter 1, Parts 310 and 320.
- (5) Be capable of providing services for ordering agencies with multiple organizational levels at geographic locations as offered.
- (6) Be capable of handling multiple task orders simultaneously.
- (7) Offer local courier service within a 60-mile radius of selected Metropolitan City Area located in CONUS, Alaska, Hawaii, and Puerto Rico, or the number of miles radius offered commercially, **whichever is greater**.

The top 20 Metropolitan City Areas, ranked in descending order by the number of Federal Civilian Employees in each City Area, are listed in the chart that follows this paragraph. The Government considers it important to have contact coverage in these Metropolitan City Areas, as these cities have the highest concentration of Federal Employees. Contractors are not limited to only offering service within these 20 cities, but may offer service to any Metropolitan City Area. A complete listing of the Metropolitan City Areas, and their corresponding number of Federal Employees, can be found at <http://www.opm.gov/feddata/geograph/geograph.asp>.

- | | |
|---|--|
| 1. Washington-Baltimore, DC-MD-VA-WV | 11. Norfolk-Virginia Beach-Newport News, VA-NC |
| 2. New York-Northern New Jersey-Long Island, | 12. San Diego, CA |
| 3. Los Angeles-Riverside-Orange County, CA | 13. Detroit-Ann Arbor-Flint, MI |
| 4. Chicago-Gary-Kenosha, IL-IN-WI | 14. Denver-Boulder-Greeley, CO |
| 5. Philadelphia-Wilmington-Atlantic City, PA-NJ-DE-MD | 15. Miami-Fort Lauderdale, FL |
| 6. San Francisco-Oakland-San Jose, CA | 16. Houston-Galveston-Brazoria, TX |
| 7. Boston-Worcester-Lawrence, MA-NH-ME-CT | 17. Oklahoma City, OK |
| 8. Seattle-Tacoma-Bremerton, WA | 18. Kansas City, MO-KS |
| 9. Atlanta, GA | 19. San Antonio, TX |
| 10. Dallas-Fort Worth, TX | 20. St. Louis, MO-IL |

3) General Requirements

The Contractor shall:

- (1) Provide commercial local courier services using normal commercial means of transportation.

- (2) Furnish all vehicles, insurance, fuel, driver, supervision, maintenance, equipment, and operating supplies/services, and perform all services necessary to provide local courier services for ordering agencies.
- (3) Ensure that its firm and staff maintain any generally required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. The Contractor shall retain documentation of such records. The Government will not pay for expenses to meet this requirement.

4) Reporting Requirements

The Contractor shall:

- a) Provide Government agencies with standard commercial and custom reports as requested. This includes, but is not limited to, services ordered, number of transactions, price, shipping history, weight of shipments, returns, accessorial, etc. The Contractor shall identify commercial reports that are available to enhance an agency's ability to manage its local courier services. Reports should be available on a monthly, quarterly and yearly basis, and have the ability to roll up data at an aggregate level for the agency.
- b) Provide all information for transactions paid by all forms of payment, including, but not limited to, the Government Purchase Card in all reports.
- c) Provide the GSA with a quarterly report, electronically, that details each ordering agency's domestic delivery expenditures for the given report period, and provide a cumulative total across all agencies serviced, by type of service ordered for the fiscal year report period. See Electronic Submittal and Required Data Fields below.

The Government operates on a fiscal year basis of October 1 through September 30 of each year. The report is due by the 30th calendar day after the end of each report period, as indicated below:

Service Provided Between	Services Report Due to GSA By
January 1 and March 31	April 30
April 1 and June 30	July 30
July 1 and September 30	October 30
October 1 and December 31	January 30

Electronic Submittal. The information shall be provided in an electronic commercial format readable in Microsoft Excel 2010 and uploaded into the Sales Reporting Portal (SRP) <https://srp.fas.gsa.gov/> as an attachment to contractor's quarterly IFF and sales reporting.

Required Data Fields. The minimum data fields to be reported are:

Courier Services			
Type of Service	Agency	Number of Transactions* (List by Type of Service Ordered)	Dollar Value of Transactions* (List by Type of service ordered)

Accessorial Services			
Accessorial Services Description	Agency	Number of Transactions* (List by type of Service Ordered)	Dollar Value of Transactions* (List by type of service ordered)

* **NOTE:** Each individual accessorial is also considered a “type of service” ordered. For each accessorial charge, identify and name the accessorial and list the total number of accessories used and the total dollar amount for each accessorial used during the period reported.

Failure to Submit Reports. The failure to submit a report in two (2) consecutive quarters and or three (3) of four (4) quarters may result in negative evaluation when considering performance rating for renewing options and may result in termination of the Contract. Contractors with contracts on file for this SIN **are required to submit a report even if no services were provided during the quarter.**

Fraudulent Use: The contractor shall provide the GSA Contracting Officer a quarterly report listing any suspected fraudulent use of the Transportation, Delivery, and Relocation Solutions Schedule 48 by authorized or unauthorized users (e.g. using the TDRS schedule for personal use vs. official government purposes). Contractors may report suspected fraudulent use to the GSA Contracting Officer at any time.

The information shall include, at a minimum, the agency, account number, name and address of account, point of contact and phone number for the account, shipping and billing information including the sender and recipient, origin and destination addresses, and proof of delivery. The contractor shall provide the relevant information and the reason why it suspects fraudulent use of the Government account number, including names, dates, phone numbers, origin and destination information for suspected shipments, billing and payment information, and any action taken by the Contractor.

Customized Reports:

- (1) The Contractor, if offered commercially, shall provide upon request of the government agency, customized reports on service performed under this contract.
- (2) The specific data elements of the report will be outlined in the Task Order.

GSA Contracting Office:

From time to time, the GSA Contracting Office may require and the Contractor shall provide agency-specific data on the contract services provided (e.g., number of transactions per service, associated sales, etc.) to respond to Congressional, policy, management or OMB inquiries about a specific agency(ies). This is separate from other reporting requirements identified herein.

5) Specific Requirements

A. Rush Service

The Contractor shall provide Rush Service, which is Same Day delivery service with immediate

delivery. Rush Service Same Day delivery within the downtown Metropolitan City Area would typically be within 30 minutes and Rush Service Same Day delivery to the suburbs of the Metropolitan City Area would typically be within one hour.

B. Round Trip

The Contractor shall provide service that the driver or messenger picks up at the pickup (origin) location and delivers to the delivery (destination) location, or delivers to multiple locations, and then returns to the origin location. Proof of delivery shall be provided in the same manner that is provided commercially.

C. Extra Weight

The Contractor shall provide for the pickup, handling, and delivery of heavier shipments, up to the weight limit handled commercially.

D. Waiting Time or Loading Time

The Contractor shall provide service where the driver or messenger will wait for the shipment at the pickup (origin) location or wait to deliver the shipment at the delivery (destination) location. Charges are assessed based upon the time waited and there may be a grace period before which charges would start to accrue, or the method charged commercially.

E. Implementation Schedule

- 1) After the issuance of a Task/Delivery Order or BPA, the Contractor, if requested by the agency, shall contact the agency point of contact to discuss implementation procedures.
- 2) If requested by the agency, the Contractor shall meet with Agency representatives at a time and location designated by the point of contact to review agency requirements.
- 3) The Contractor shall establish individual shipper accounts as stated in the order.

F. Operational Business Standards

The Contractor shall meet the statutory requirements for insurance and liability of the state or governing jurisdiction in which the delivery is performed as applicable to commercial automobile insurance and coverage for both bodily injury and property damage.

The Contractor shall have:

- 1) Workers Compensation coverage conforming to the regulatory requirements of the governing local jurisdiction in place for its employees. If a Contractor uses Independent Contractors (drivers) to perform all or any part of the work under this Contract, the Contractor shall require, and shall verify, that all such Independent Contractors have in place, and maintain, occupational accident coverage issued by an insurance carrier.
- 2) General Liability Insurance of at least \$1,000,000 in minimum coverage.
- 3) Non-Owned and Hired Insurance of at least \$1,000,000 in minimum coverage.

G. Service Standards

The Contractor shall:

- 1) Maintain a high value of integrity and honesty in all relations with customers;
- 2) Express clearly and concisely the terms of agreements with customers;
- 3) Utilize sufficient security for all shipments;
- 4) Provide prompt follow-up regarding all customer inquiries, including swift resolution of any claims;
- 5) Fulfill customer commitments in good faith;
- 6) Endeavor to maintain a high standard of performance;
- 7) Continuously educate and encourage employees to upgrade their skills, abilities, professionalism and technical competency;
- 8) Adhere to all federal, state, and local laws affecting the Local Courier business operations;
- 9) Comply with all federal, state, and local fair employment practices;
- 10) Incorporate in all Subcontracts and Independent Contractor agreements for work under this Contract the minimum service standards required herein and as may be established by the GSA and its ordering agencies in the future; and
- 11) Adopt any changes in minimum service standards that GSA and its ordering agencies may establish in the future. Any such standards affecting the Statement of Work will be incorporated into existing contracts by Contract Modification.

H. On-Time Performance

The Contractor shall provide a minimum level of 90% on-time performance for all shipments, or the level of on-time performance to their commercial customers, whichever is greater.

I. Delivery Commitment

Guarantee: The Contractor shall:

- 1) Meet the delivery commitment for each service specified or the service shall be at no cost to the Government for the services ordered.
- 2) Provide the shipper a method (internet, telephone, or other means) to obtain the time of delivery for each shipment in order to determine if the shipment was delivered on-time for the money back guarantee.
- 3) Provide the shipper, in writing if requested the schedule of pickups and arrivals.

Shipment Tracking/Tracing: The Contractor shall:

- 1) Have adequate communications that provide the shipper or the receiver of the shipment the ability to track/trace the locations of shipments on their way to destination.
- 2) Shall be able to trace all shipments by the contractor's unique identifying Manifest or Shipping Document number or the method as offered commercially, if offered.
- 3) Include all information provided commercially to enable tracking/tracing.
- 4) Provide a method (Internet, telephone, or other means) to track/trace shipments and to obtain the time of delivery for each shipment.

J. Proof of Delivery

The Contractor shall provide proof of delivery in the same manner they provide to their commercial customers.

K. Items for Shipment

- 1) The items transported for shipment shall include general commodities and those items transported for their commercial customers.
- 2) The Contractor shall offer special handling and delivery of hazardous material and dangerous goods, if offered commercially, as outlined in the applicable governing regulations, including, but not limited to, Title 49 of the Code of Federal Regulations (49 CFR) and all applicable state and local regulations for the interstate and intrastate surface movement of shipments containing hazardous material or dangerous goods.

L. Size and Weight Limitation

The Contractor shall provide services for local courier shipments consisting of a single or multiple packages.

LOCAL COURIER SINGLE SMALL PACKAGE -- shipment weight and size criteria:

- a) For local courier services, the single maximum package weight shall be up to 150 pounds, except for delivery to private residences;
- b) For local courier service delivery to private residences, the maximum single package weight shall be 70 pounds, or the maximum single package weight offered commercially, whichever is greater;
- c) The size of packages accepted by the Contractor shall be the number of inches in length and the number of inches in length and girth combined that the Contractor offers commercially; and
- d) The Contractor may round up the individual package weight to the next higher pound if the individual package weight contains a fraction of a pound.

LOCAL COURIER SINGLE HEAVYWEIGHT PACKAGE:

- a) For local courier heavyweight, the single package weight shall be from 151 pounds and above;
- b) The size of packages accepted by the Contractor for heavyweight delivery shall be the number of inches in length and the number of inches in length and girth combined that the Contractor offers commercially; and
- c) The Contractor may round up the individual package weight to the next higher pound if the individual package weight contains a fraction of a pound.

LOCAL COURIER MULTIPLE SMALL PACKAGES -- shipment weight and size criteria:

- a) The total weight of a multiple package shipment may exceed 150 pounds, as long as no single package weighs over 150 pounds, except for delivery to private residences;
- b) For delivery to private residences, the maximum single package weight shall be 70 pounds,

or the maximum single package weight offered commercially, whichever is greater. The total weight of a multiple package shipment may weigh more than 70 pounds, when offered commercially;

- c) The Contractor, shall price multiple package shipments based on the price of the total weight of the shipment, the price based on the weight of each package, or on dimensional weight, whichever is offered commercially;
- d) For shipments, no single package in an multiple package shipment shall exceed the number of inches in length and the number of inches in length and girth combined that the Contractor offers commercially;
- e) All packages are shipped on the same manifest;
- f) All packages are tendered to the Contractor at the same time by the same consignor and are destined for the same consignee; and
- g) For multiple package shipments the Contractor may round up the aggregate weight to the next higher pound if the aggregate package weight contains a fraction of a pound.

LOCAL COURIER MULTIPLE HEAVYWEIGHT PACKAGES:

- a) The total multiple package shipment weight for a heavyweight shipment shall be from 151 pounds and above;
- b) An individual package, as part of a multiple package heavyweight shipment, may weigh under 150 pounds, provided the total shipment weight is 151 pounds or more;
- c) For heavyweight delivery shipments, no single package in an multiple package shipment shall exceed the number of inches in length and the number of inches in length and girth combined that the Contractor offers commercially;
- d) All packages are shipped on the same manifest;
- e) All packages are tendered to the Contractor at the same time by the same consignor and are destined for the same consignee;
- f) For multiple package shipments the Contractor may round up the aggregate weight to the next higher pound if the aggregate package weight contains a fraction of a pound.

M. Pickup

LOCAL COURIER SMALL PACKAGE:

- 1) The Contractor shall provide pickup service at the door of government facilities, commercial addresses, and private residences.
- 2) The Contractor shall provide pickup service at the desk, door, at the receiving/loading dock or main entrance location, or any other location requested by the shipper.
- 3) The Contractor shall provide pickup service during the times offered commercially, each business day.
- 4) The Contractor shall have the ability to accept customer orders for delivery service through

the Internet.

LOCAL COURIER HEAVYWEIGHT PACKAGES:

- 1) The Contractor shall provide pickup at government facilities, commercial addresses, and private residences.
- 2) The consignor will notify the Contractor prior to pickup, during the Contractor's normal business hours that they have a pickup, unless prior arrangements have been made for regular pickups. The consignor will inform the Contractor of the package(s) weight and size to be picked up.
- 3) Unless otherwise specified, the Contractor shall provide pickup at the receiving/loading dock or main entrance location, or any other location requested by the shipper.
- 4) The Contractor is responsible for physically picking up the shipment and for placing the shipment in the vehicle.
- 5) The Contractor shall provide pickup service during the times offered commercially, each business day.
- 6) The day of pickup is not counted as a business day except for same day service.

N. Delivery

LOCAL COURIER SMALL PACKAGE:

- 1) The Contractor shall provide delivery to government facilities, commercial addresses, and private residences.
- 2) The Contractor shall provide either desk-to-desk delivery, door-to-door delivery, or delivery to a location requested by the shipper. The shipper will request the type of delivery required.
- 3) For extremely urgent letters, the Contractor shall provide same day delivery in accordance with the Private Express Statutes and 39 CFR, Chapter 1, Parts 310 and 320. If the delivery requirement provisions of 39 CFR 320.6(b) does not apply to the shipment, the Contractor shall deliver extremely urgent letters in accordance with their commercial practice.
- 4) For other local courier small package shipments, the Contractor shall provide delivery at the times offered commercially.
- 5) The delivery is completed at a government facility or commercial address when the consignee or an individual at that location accepts the package(s) and signs for receipt, or the package(s) are left without a receipt, if that is authorized.
- 6) The delivery is completed at a private residence when the consignee, or an individual at the location accepts the package(s) and signs for receipt, or the package(s) are left without a receipt, if that is authorized.
- 7) If security or administrative restrictions prohibit delivery within a building, then the Contractor shall make delivery to the area designated for delivery (e.g. mailroom, security

area, administrative area, x-ray machine). For purposes of the delivery commitment, delivery will have been made when delivery has been made to the area designated for delivery.

LOCAL COURIER HEAVYWEIGHT:

- 1) The Contractor shall provide delivery to government facilities, commercial addresses, and private residences.
- 2) The Contractor shall provide delivery of packages to government facilities and commercial addresses at the receiving/loading dock, at the main entrance location, or adjacent loading area, at private residences, or at other locations requested by the shipper, at the times offered commercially. The shipper will request the delivery location.
- 3) The Contractor shall physically remove the shipment from the vehicle and place it on the receiving/loading dock, at the main entrance location, or adjacent loading area at government facilities or commercial addresses, or at the front door of the residence being served.
- 4) The delivery is completed at a government facility or commercial address when the Contractor places the shipment on the receiving/loading dock, at the main entrance location, or adjacent loading area and the consignee or an individual at that location, if requested, signs for receipt.
- 5) The delivery is completed at a private residence when the consignee, or an individual at the location accepts the package(s) and signs for receipt, if requested.
- 6) If security or administrative restrictions prohibit delivery within a building, than the Contractor shall make delivery to the area designated for delivery (e.g. mailroom, security area, administrative area, x-ray machine). For purposes of the delivery commitment, delivery will have been made when delivery has been made to the area designated for delivery.

O. Specific Agency Arrangements

When the Contractor and agency agree, the Contractor shall change the pickup and/or delivery locations, establish regular pickups, consolidate delivery points, or establish other similar operational procedures to more efficiently and effectively service agency accounts, or provide the level of similar services that are offered commercially.

P. Attempted Delivery

- 1) The Contractor's courier, if unable to deliver the shipment, shall contact the Contractor's dispatcher to notify the shipper so that the correct address can be obtained, or other information necessary for delivery, and deliver the shipment.
- 2) The Contractor, if after first trying to contact the shipper and obtaining the correct address is still not able to deliver the shipment, if offered commercially, shall leave a notice of attempted delivery on each delivery attempt.
- 3) The Contractor shall attempt to deliver a shipment the number of times they do commercially.
- 4) The Contractor shall contact the shipper for disposition instructions if the delivery attempt is unsuccessful, in accordance with commercial practice. The cost of any further disposition or additional deliveries requested by the consignor will then be the responsibility of the consignor.

Q. Address Adjustment

The Contractor shall attempt to correct any obvious destination address errors which would not cause late delivery of the shipment (e.g., incorrect street address or room number) and deliver the shipment within the time requirements specified herein at no additional cost. If the shipment cannot be delivered, the Contractor shall contact the consignor or consignee for disposition instructions, in accordance with commercial practice.

R. Weight

Adjustment of Shipment Weight

The Contractor may reweigh a shipment at any time prior to delivery. If the shipment weight is not equal to the actual weight (including Letters or Envelopes that weigh over 8 ounces), the Contractor shall enter the correct weight and apply the correct charge to the shipment. Weight adjustments will be in accordance with commercial practice. The Contractor shall indicate on the billing documents submitted to the paying activity those shipments that have been adjusted for weight.

Default Weight

Local Courier shipments do not generally have a default weight. When the shipper does not indicate the weight of an individual package or the total weight of a multiple package shipment, the Contractor, if offered commercially, has the choice of weighing the package(s) and indicating the weight on the appropriate shipping document or allowing the weight for an individual piece to default to the Contractor's commercial default weight. The Contractor shall indicate on the billing documents submitted those shipments where the default weight, if offered commercially, was applied.

S. Customer Service

The Contractor shall provide a toll free telephone number staffed with customer service personnel familiar with the terms and conditions of the contract, or provide the level of customer service in accordance with commercial practice.

T. Commercial Forms and Procedures (CF&P)

- 1) The Contractor shall provide all commercial forms (electronically and/or in hardcopy form) necessary for the successful pickup, transportation, and delivery of all items under the contract in accordance with commercial practice. The Contractor-provided Manifest or Shipping Document, if offered commercially, shall have space for the consignor to select service(s) awarded to the Contractor under this contract.
- 2) The Contractor shall use the customer provided manifest as the shipping document if Contractor commercial forms are not provided.

U. Packaging Requirements

- a) The Contractor shall provide to the Government, at no additional cost, all the sizes and types of packaging material provided commercially.
- b) The Contractor shall provide instructions on the proper procedure for packing and the

packaging of shipments, in the manner they provide commercially.

V. Shipping Systems

The Contractor, if offered commercially, shall provide to the Government all the types of automation, (e.g., web-based ordering, and label printing) that are provided to their commercial customers.

W. Training Provided by the Contractor

If offered commercially, the Contractor shall provide to government agencies, upon their request, training sessions and distribute a training videotape for the purpose of explaining the contract services awarded and how to most efficiently and effectively use them.

X. Assignment of Account Number

- 1) Except point of sale transactions, upon receipt of a Task/Delivery Order or Blanket Purchase Agreement (BPA) the Contractor shall begin the process of assigning account numbers.
- 2) Assignment of account numbers shall be the first step in the account set-up process. The set-up shall be completed within the timeframes commercially offered.
- 3) The Contractor shall, when requested by the agency, accept new accounts only when approved by the agency point of contact.
- 4) The Contractor shall assign unique account numbers to all agencies who have issued a Task/Delivery Order or BPA to the Contractor requesting delivery services and for which the Contractor has accepted the Task/Delivery Order.
- 5) The Contractor shall be responsible for the maintenance of account numbers throughout the life of the Task/Delivery Order or BPA.
- 6) In the event the ordering agency selects a new service provider of local courier services, the Contractor shall transition agency data to facilitate and ensure a smooth transition in accordance with standard commercial practices.

Y. Quality Assurance

- a) The Contractor shall maintain a quality assurance program that shall ensure the security of the shipments, equipment and data has adequate safeguards and satisfies contract requirements; and
- b) The information captured for reports, if offered commercially, is accurate, complete, and timely;
- c) Customer service assistance is available in handling customer complaints, resolving customer issues and paying of claims in accordance with the terms and conditions of this contract.

Z. Accessorial Services and Special Charges

The Contractor shall provide the following Accessorial Services and Special Charges, in accordance with the Contractor's commercial practice.

- 1) **INCREASED LIABILITY COVERAGE**, in accordance with Section 6 below
- 2) **SATURDAY PICKUP AND DELIVERY SERVICE**: The Contractor, if offered commercially, shall

offer Saturday pickup and delivery services in accordance with commercial standards.

- 3) **SUNDAY OR HOLIDAY PICKUP AND DELIVERY SERVICE:** The Contractor, if offered commercially, shall offer Sunday or holiday pickup and delivery services in accordance with commercial standards.
- 4) **COLLECT ON DELIVERY (COD) SERVICE:** The Contractor shall offer collect on delivery (COD) services in accordance with commercial standards. Acceptance of payment of the goods from the consignee in the form accepted commercially (e.g. certified check, cashier's check, or money order) issued by or on behalf of the consignee and made payable to the consignor.
- 5) **HAZARDOUS MATERIAL AND DANGEROUS GOODS SERVICE,** in accordance with Section 7 below.
- 6) **INSIDE PICKUP AND INSIDE DELIVERY FOR LOCAL COURIER HEAVYWEIGHT SHIPMENTS:** When requested by the consignor, the Contractor shall provide inside pickup and delivery from/to positions beyond the receiving/loading dock, main entrance location, adjacent loading area, or front door of the residence. The Contractor employees shall be equipped with material handling tools appropriate for the pickup based upon information provided by the consignor. Additional services (e.g., packing, skidding, assembly, crating, storage, unpacking, de-skidding, disassembly, uncrating breakdown and removal and disposal of packing material debris) may also be provided.

AA. Accessorial billing Services

The contractor, if offered commercially, shall offer accessorial billing services:

- 1) **ADDRESS CORRECTION:** Incorrect destination addresses, which have errors that are not obviously correctable, shall be researched, and the proper address used to deliver the shipment. If the correct address cannot be determined after research and the consignee cannot be reached, the Contractor shall contact the consignor for address clarification or disposition instructions. The fee for address correction shall be in accordance with commercial practice. The delivery is not late (not within the time criteria for on time delivery herein) when the address is incorrect.
- 2) **INVALID OR NO ACCOUNT NUMBER:** On manifest or shipping documents that have no agency account number or have an invalid, incomplete, or inaccurate account number, the Contractor, may try to determine the correct account number from their records and bill the shipping agency, the consignee, or the third party, depending upon the payment method selected by the consignor. When the correct agency account number cannot be determined, the Contractor may bill the shipping agency without a Contractor account number or bill. The fee for no account number, or an invalid, incomplete, or inaccurate account number shall apply only once for each shipment.
- 3) **REBILLING:** The Contractor shall change the billing (bill shipping agency, bill consignee, and bill third party), selected on the manifest or shipping document, if requested by the shipping agency, within the allowable number of calendar days of invoice date that are offered commercially. The rebilling shall apply only to unpaid shipments. If there is a charge for rebilling, it may be charged for each separate rebilling request.
- 4) **CREDIT CARD DECLINE FEE:** A credit card decline fee may apply to any transaction billed to a

Government Purchase Card that has been accepted by the Contractor for which the Contractor is unable to obtain payment.

- 5) **RETURN SHIPMENT:** The Contractor shall contact the consignor for disposition instructions if the attempt to deliver the shipment is unsuccessful. The cost of any further disposition or additional deliveries requested by the consignor will then be the responsibility of the consignor, who will be billed at the current contract rate(s). The Contractor shall deliver the return shipment using the delivery service the Contractor uses commercially to return shipments.
- 6) **ADDITIONAL ACCESSORIAL SERVICES:** The Contractor may offer additional accessorial services in addition to those listed herein. The Contractor may propose to add/delete accessorial services at any time pursuant to the Modifications Clause.

BB. Value-Added Services

The Contractor may provide value-added services in accordance with the Contractor's commercial practice. This includes, but is not limited to:

- Tracking/tracing by transportation control number (17 alpha-numeric positions)
- Payment by electronic proprietary and shipment systems (e.g., Third Party Payment System)

6) Insurance - Replacement Value and Liability Coverage Requirements

Contractors **must disclose to all customers the required and optional liability coverage** amounts for all shipments **at the time of ordering**, prior to shipment.

- A. The Contractor shall provide liability coverage of \$100 per package, or the amount offered commercially, whichever is greater, unless a higher liability coverage is declared on the CBL or electronic CF&P at the time the shipment is tendered.
- B. Additional Liability Coverage. Additional liability coverage should be available in increments of \$100. The Contractor shall offer the employee an option to purchase additional insurance above the basic liability coverage, up to the dollar amount offered commercially. This pricing will be included in the price list uploaded to GSAdvantage! The amount of insurance coverage must be written on the Manifest or Shipping Document.
- C. Loss or Damage. The Contractor shall provide customer service personnel familiar with the handling of claims for loss or damage of shipments made under the contract.
 - (1) The Government will submit notification of claims for loss or damage in accordance with the time frames specified in the Contractor's Commercial Service Guide, in accordance with commercial practice.
 - (2) The Contractor shall have the number of business days offered commercially from the date of receipt of the agency notification of loss or damage, to provide the disposition of the claim.

7) Hazardous Material and Dangerous Goods Service Requirements.

The Contractor shall:

- a) If offered commercially, provide pickup, special handling, and delivery of hazardous material and

dangerous goods. All shipments containing hazardous material or dangerous goods shall be handled and shipped in accordance with the requirements as outlined in the applicable governing regulations, including, but not limited to, Title 49 of the Code of Federal Regulations (49 CFR) and all applicable state and local regulations for the interstate and intrastate surface movement of shipments containing hazardous material or dangerous goods under this service.

- b) If offered commercially, provide transportation of hazardous materials other than Class A and B explosives; hazardous wastes; and radioactive articles requiring a hazardous material label in accordance with Title 49 of the Code of Federal Regulations (49 CFR).
- c) Include a Shipper's Certification, Shipper's Declaration of Hazardous Materials or Dangerous goods with the shipment, indicating the Hazard Classification, including, but not limited to, whether it is an air or marine pollutant, a poison inhalation hazard, and its flash point, if applicable. All such freight must be labeled as hazardous in accordance with Section 5103 of the Federal Hazardous Materials Transportation Law (49 USC 5103 USC 5103 et seq. and the carrier must be notified in advance.

8) Security Requirements.

The Contractor shall:

- a) Have in place a program which assures the Government that there are adequate safeguards to protect government shipments from loss, damage, theft, or terrorism, and provides for the security of the EDI transmission of government data; and
- b) Have in place a program or method that assures that there are adequate safeguards to secure the Government's credit card information, cardholder information, and Government account and address information, or any other Government data pertinent to this contract.
- c) Have a method of obtaining background information about employees performing pickup and delivery, transportation, and package handling that will assure basic safeguards against loss, damage, or theft; and
- d) Have a method to protect the integrity and proper functioning of all equipment and systems involved in the operation of the contract. Any equipment and information processing systems containing government information shall have security measures to protect against unauthorized access; and
- e) Obtain the necessary building access clearances for those Contractor employees involved in picking up and delivering packages under this contract.